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1978 DPW STAFF SURVEY: A SUMMARY

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PURPOSE

This report responds to the request of the Executive Office of Human Services' (EOHS) Implementation Committee for empirical data to assist in planning the new Department of Social Services (DSS). In response to the Committee's October request, a survey of Department of Public Welfare (DPW) staff was conducted. The survey focused on four areas:

- Demographic background of DPW workers, including age, sex, race or ethnic origin, and education;
- Employment background of DPW workers, especially experience inside DPW and related social services experience outside DPW.
- Opinions on DPW-DSS reorganization, specifically preferences for working in DPW or DSS, and opinions about whether DPW or DSS should provide specified services; and
- Estimates of amount of time devoted to service-related tasks by AFDC/GR workers.

The content of the survey reflects both DPW's and the Implementation Committee's desire for quantitative information to help in setting job requirements for new positions in DSS, redefining job requirements for positions in DPW, estimating the number of present DPW staff who want to work for DSS, and gaining workers' views on proper division of responsibility for service provision between DPW and DSS.

METHODOLOGY

Questionnaire Development and Pretest

Question topics were suggested by Implementation Committee members, and subsequently draft questionnaires were thoroughly reviewed by representatives of the Implementation Committee, DPW's Reorganization Task Force, DPW Executive Staff, and Assistance Payments and Social Services program offices. A full pretest

involving two score respondents was conducted in two welfare service offices on October 10. Following the pretest, a revised questionnaire was again circulated for review.

Questionnaire Distribution and Response Rate

The final questionnaire was distributed on October 12 by WSO/CSA directors and regional managers to all case-carrying and front-line supervisory Social Services and Assistance Payments workers. Questionnaires were to be returned for coding, editing, keypunching, computer entry, and analysis by November 7. Of the 3090 workers surveyed, 99% (3071) returned questionnaires by the final receipt date. No substantial differentiation exists between response rates of Assistance Payments (99%) and Social Services (97%) workers. The only systematic biases in the data derive from the low response rate of the Group Care Unit in the Central Office.

ANALYSIS

An outline of analyses to be included in this report was reviewed by Implementation Committee and Reorganization Task Force representatives. Recommendations about the desired detail of presentation--and particularly about the categorization of workers--were received and accepted. Partially as a result of those recommendations, respondents were divided into the following categories for data analysis:

--Assistance Payments

 Supervisory Job Titles⁽¹⁾

 -AFDC/GR major responsibility

 -NPA Food Stamps major responsibility

 -Medical Assistance major responsibility

 -Other or mixed responsibility

Non-supervisory Job Titles (2)

- AFDC/GR major responsibility
- NPA Food Stamps major responsibility
- Medical Assistance major responsibility
- Other or mixed responsibility

--Social Services

Supervisory Job Titles

- Generalist
- Protective Services
- CHINS
- Other

Non-supervisory Job Titles

- Generalist
- Protective Services
- CHINS
- Other

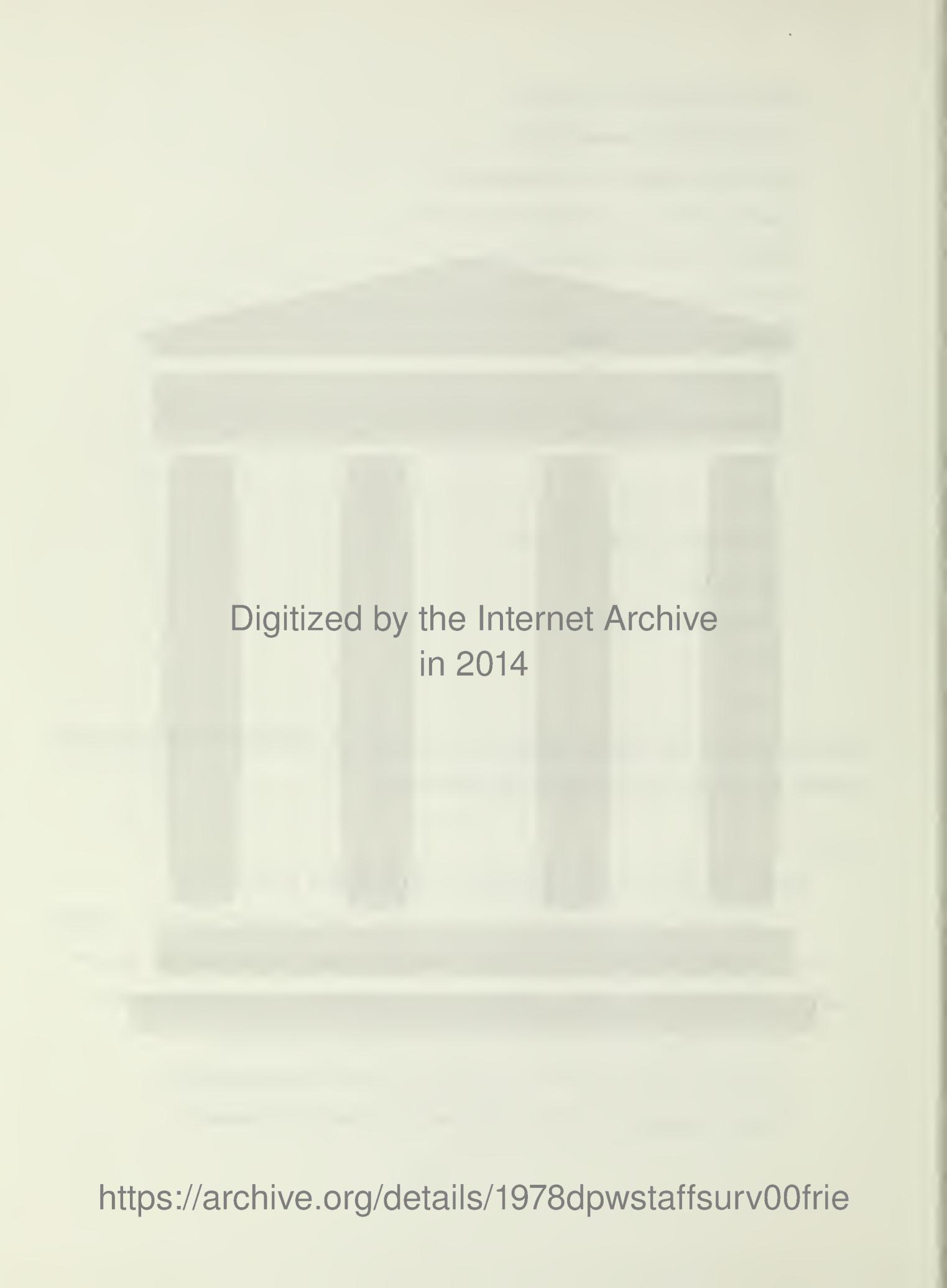
Other, more detailed categorizations and analyses are immediately available upon request to the Office of Research and Evaluation.

RESULTS

Responsibility, Function, and Civil Service Status (Tables 1-3)

These results are based upon respondents' self-categorizations. Because of this, the data on job title and civil service status, in particular, may not exactly correspond with similar data derived from PRIM and other DPW records.

--Of the 3055 case-carrying and front-line supervisory staff included in this analysis, 11% (337) are front-line Assistance Payments supervisors, 55% (1678) are case-carrying AP workers.



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6% (182) are front-line Social Services supervisors, and 28% (858) are case-carrying Social Services workers.

Assistance Payments Supervisors

--56% of AP supervisors have major responsibility for AFDC/GR, 12% for NPA Food Stamps, 5% for Medical Assistance, and the remaining 27% have mixed responsibility.

--45% of AP supervisors have permanent civil service status in their current positions, 28% have provisional status, and 26% have temporary status. Of AP supervisors with provisional and temporary status in their current positions, 86% have permanent status in other positions.

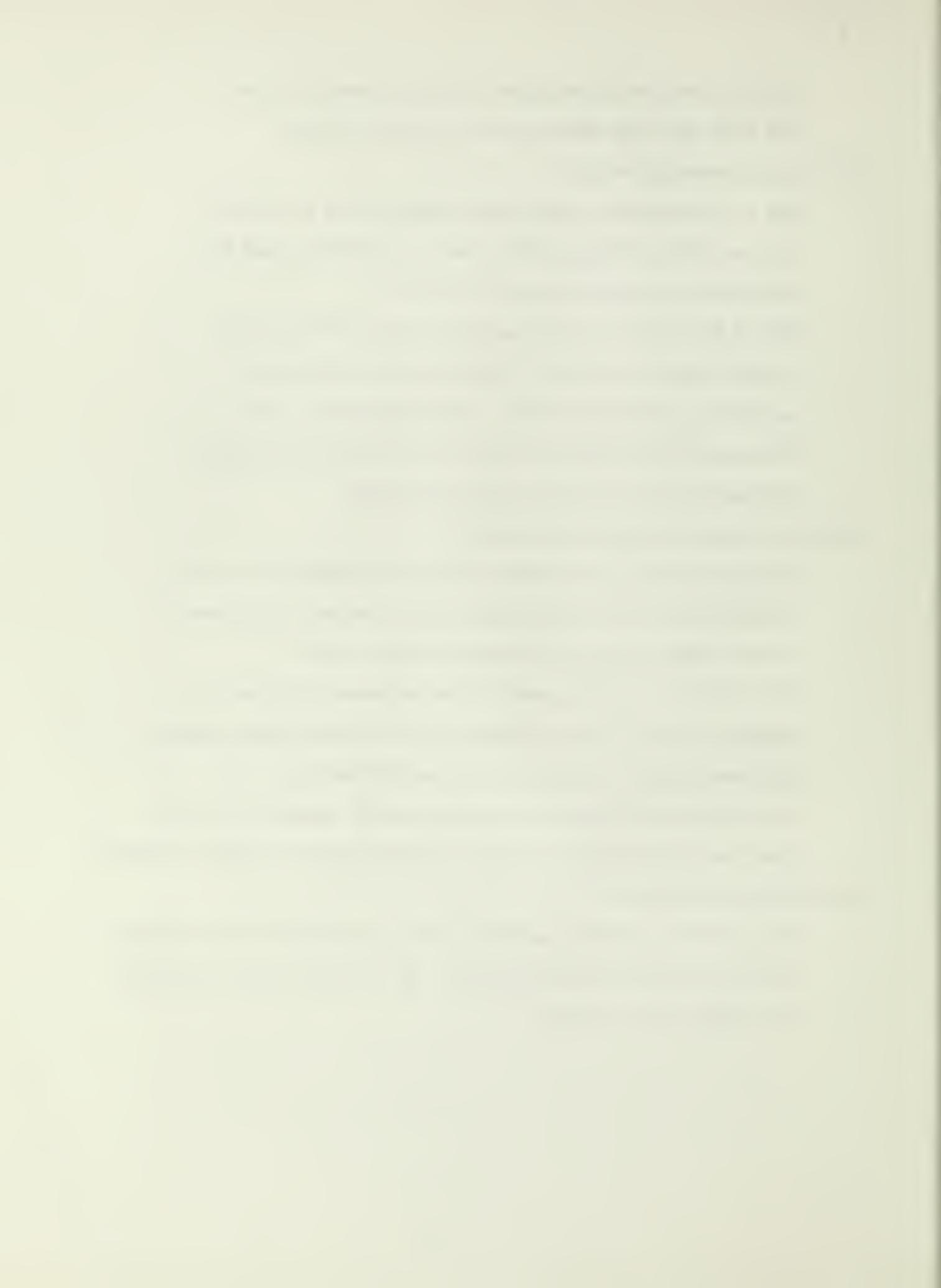
Assistance Payments Case-Carrying Workers

--61% of case-carrying AP workers have major responsibility for AFDC/GR, 19% for NPA Food Stamps, 10% for Medical Assistance, and the remaining 10% have mixed responsibilities.

--31% of AP case-carrying workers have permanent civil service status in their current positions, 32% have provisional status, 24% have temporary status, and 11% are CETA workers. Of case-carrying AP workers with provisional or temporary status in their current positions, 32% have permanent status in other positions.

Social Services Supervisors

--19% of Social Services supervisors are responsible for Generalists, 31% for Protective Services workers, 5% for CHINS workers, and 45% for other social services.



--49% of all Social Services supervisors have permanent civil service status in their current positions; however, 71% of Generalist supervisors have permanent status in their current positions. 23% of all Social Services supervisors have provisional status, and 26% have temporary status. Of supervisors with provisional or temporary status in their current positions, 81% have permanent status in other positions.

Social Services Case-Carrying Workers

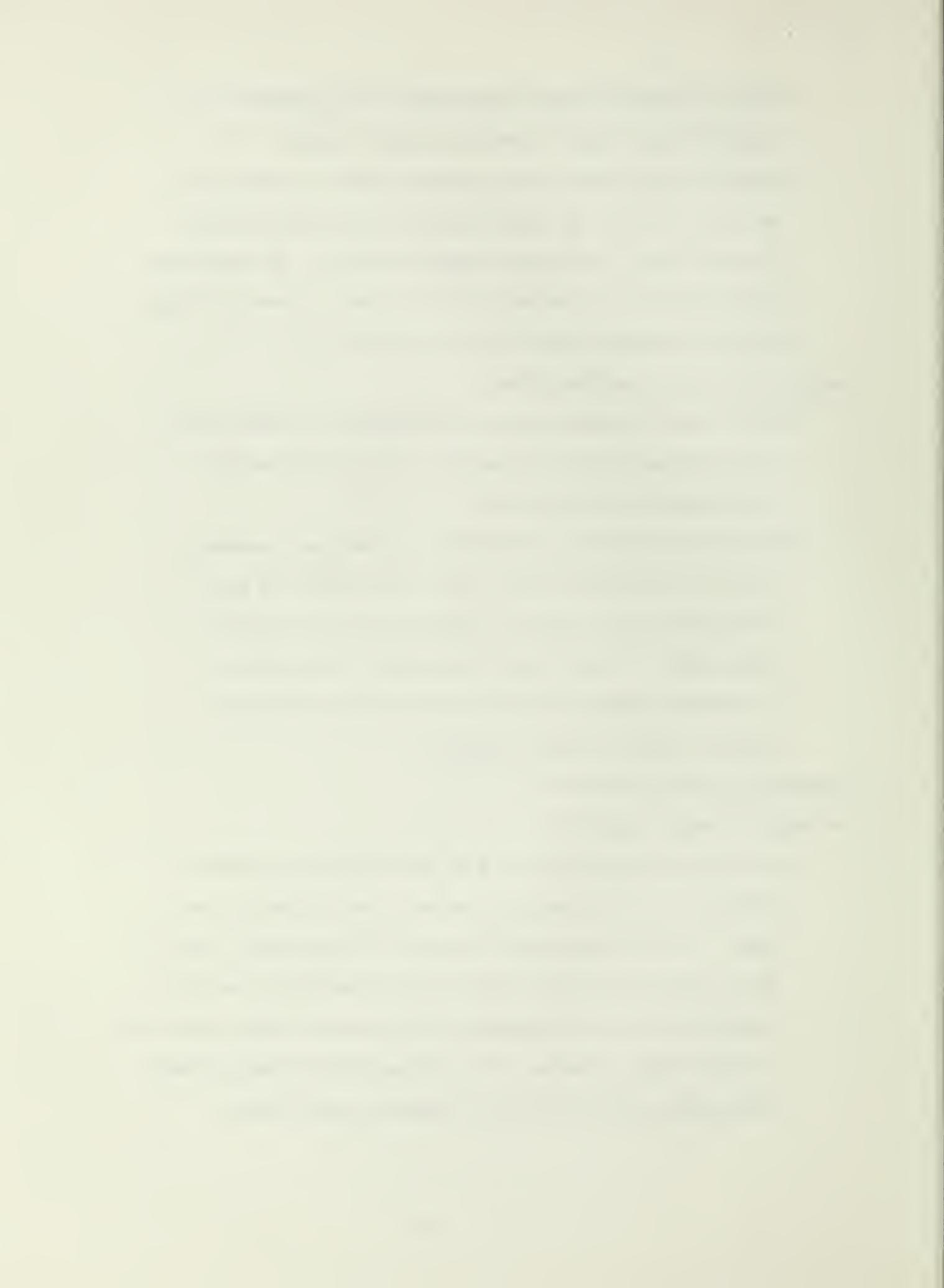
--34% of Social Services case-carrying workers are Generalists, 31% are Protective Services workers, 6% are CHINS workers, and 29% work in other services.

--30% of Social Services case-carrying workers have permanent civil service status in their current positions, 38% have provisional status, 25% have temporary status, and 5% are CETA workers. Of Social Services workers with provisional or temporary status in their current positions, 23% have permanent status in other positions.

Demographic Profile (Tables 4-7)

Assistance Payments Supervisors

--The average AP supervisor is a 45 year old college graduate. At least 49% of AP supervisors are men, and at least 48% are women. 3% of AP supervisors are Black, 1% are Hispanic, and 3% are other minorities. 27% of all AP supervisors have not graduated from college; however, 71% of NPA Food Stamps supervisors are not college graduates. 73% of AP supervisors have graduated from college, and 14% also have graduate school degrees.



Assistance Payments Case-Carrying Workers

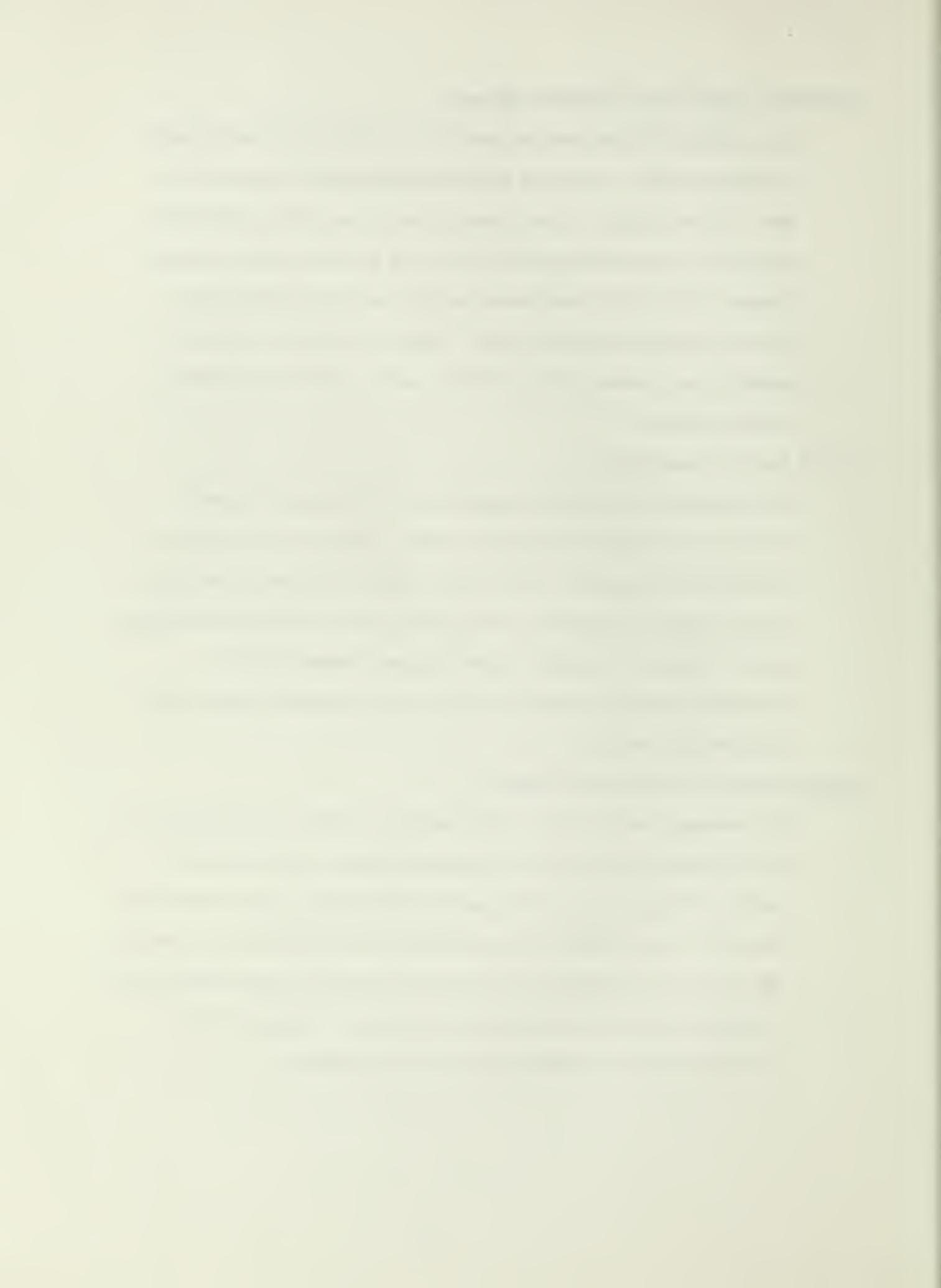
--The average AP case-carrying worker is a 38 year old white female college graduate. At least 62% are women, and at least 36% are men. 5% are Black, 3% are Hispanic, and 4% are other minorities. 34% of AP case-carrying workers have not graduated from college; however, 81% of NPA Food Stamps workers and 42% of MA workers have not graduated from college. 66% of all case-carrying AP workers have graduated from college, and 7% also have graduate school degrees.

Social Services Supervisors

--The average Social Services supervisor is a 39 year old white female who has attended graduate school. 60% of Social Services supervisors are women. 5% are Black and 1% are other minorities. Only 5% have not graduated from college, 95% are college graduates, and 39% also have graduate school degrees; however, 50% of Protective Services Supervisors and 37% of Generalist supervisors have graduate degrees.

Social Services Case-Carrying Workers

--The average case-carrying Social Services worker is a 33 year old white female who has attended graduate school. At least 63% of Social Services case-carrying workers are women, and at least 35% are men. 5% are Black, 2% are Hispanic, and 3% are other minorities. 90% of all case-carrying Social Services workers have graduated from college, and 24% also have graduate degrees. However, 37% of Protective Services workers have graduate degrees. -



Experience Profile (Tables 8-10)

Assistance Payments Supervisors

--The average AP supervisor has worked at DPW for 14 years, including 5 years in his current position.

Assistance Payments Case-Carrying Workers

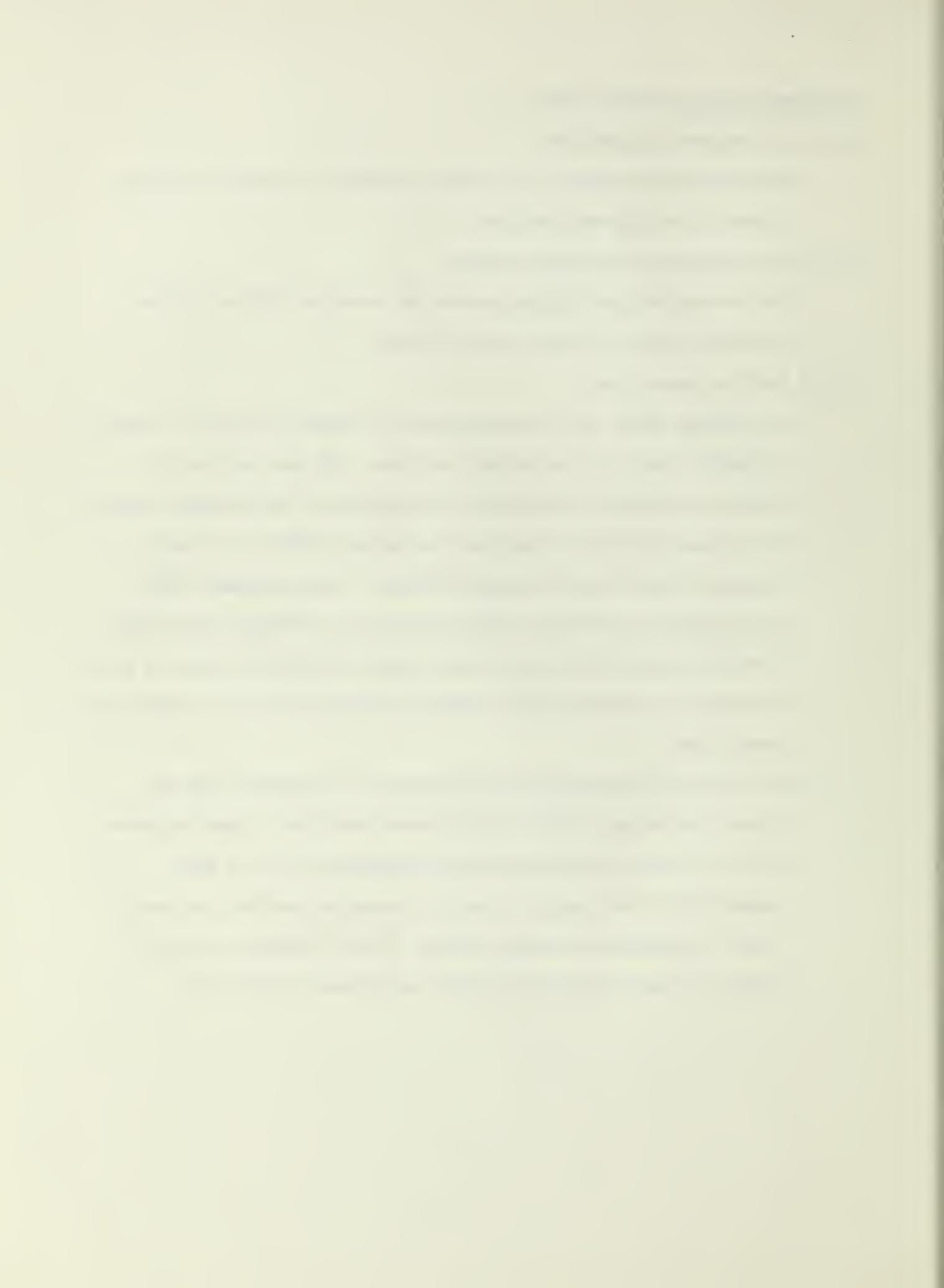
--The average AP case-carrying worker has worked at DPW for 7 years, including 3 years in her current position.

Social Services Supervisors

--The average Social Services supervisor has worked at DPW for 11 years, including 4 years in her current position. 41% have had social services experience outside DPW; this experience has averaged 3 years.

--The average Generalist supervisor has worked at DPW for 12 years, including 5 years in her current position. Since September 1974, when separation of AP from Social Services was effected, the average Generalist supervisor has had major responsibility for roughly 2 years in Generalist services at DPW. 34% have had social service experience outside DPW.

--The average Protective Services supervisor has worked at DPW for 8 years, including 2 years in her current position. Since September 1974, the average Protective Services supervisor has had major responsibility for roughly 1 year in Protective Services and roughly 1 year in Generalist services at DPW. 55% of Protective Services supervisors have had social services experience outside DPW.



Social Services Case-Carrying Workers

- The average Social Services case-carrying worker has worked at DPW for 4 years, including 2 years in her current position. 45% have had social services experience outside DPW; this experience has averaged about 3 years.
- The average Generalist worker has been at DPW for 4 years, including 2 years in her current position. Since September 1974, the average Generalist has had responsibility for roughly 1 to 2 years in Generalist services at DPW. 40% have had social services experience outside DPW.
- The average Protective Services worker has been at DPW for 3 years, including 1 year in her current position. Since September 1974, the average Protective Services worker has had responsibility for roughly 1 year (total) in Generalist and Protective Services at DPW. 57% have had social services experience outside DPW.

Opinions on DPW-DSS Reorganization

Agency Preference (Table 11)

--The overwhelming majority of Assistance Payments supervisors (80%) and case-carrying workers (71%) want to continue working for DPW. 16% of AP supervisors and 24% of case-carrying workers want to transfer to DSS.

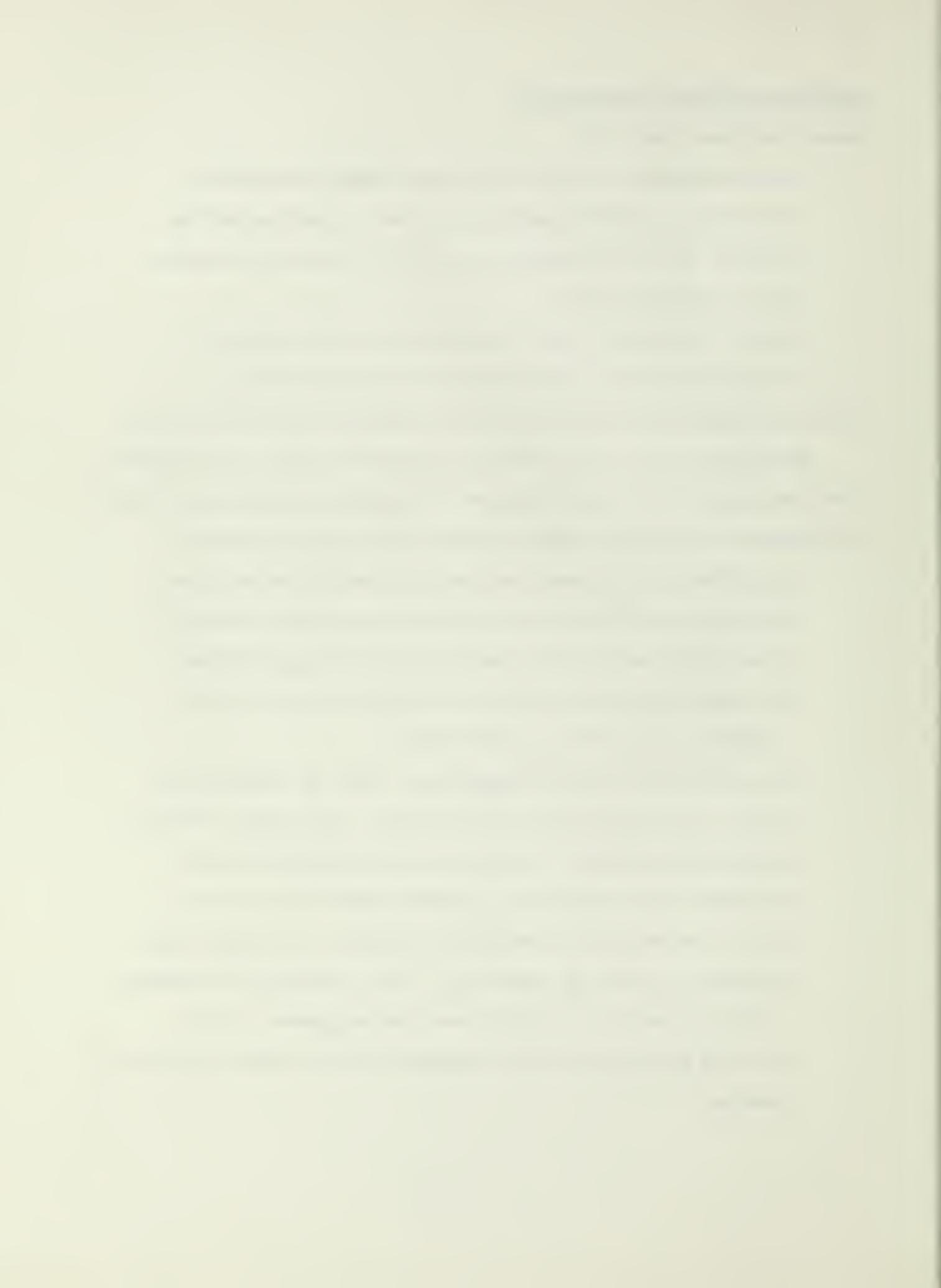
--Almost nine-tenths of Social Services supervisors (88%) and case-carrying workers (89%) wish to work for the new DSS.

Division of Agency Responsibility for Social Services (Tables 12, 13, 14)

Workers were asked their opinions on whether DPW, DSS, or both agencies should be responsible for providing specified services to Assistance Payments recipients who will not be receiving other social services from DSS.

--Three-fourths of AP supervisors and case-carrying workers, and more than four-fifths of Social Services supervisors (80%) and case-carrying workers (80%) feel that workers in both DPW and DSS should share responsibility for telling recipients about community resources for social services.

--About half of all staff (AP supervisors - 39%, AP case-carrying workers - 48%, Social Services supervisors - 49%, Social Services case-carrying workers - 50%) want workers in both DPW and DSS to contact service providers or agencies (other than DSS) in order to secure social services for recipients. A slightly lower percentage of staff (AP supervisors - 53%, AP case-carrying workers - 44%, SS supervisors - 40%, SS case-carrying workers - 40%) feel that DSS only should have responsibility for contacting service providers.



--A bare majority of staff (AP supervisors - 55%, AP case-carrying workers - 57%, SS supervisors - 52%, SS case-carrying workers - 51%) want both DPW and DSS to provide recipients with counseling and advice on concrete problems such as finances, housing, and employment. A substantially greater percentage of AP staff (AP supervisors - 29%, AP case-carrying workers - 29%) than Social Services staff (Social Services supervisors - 13%, Social Services case-carrying workers - 20%) feel that DSS only should counsel recipients on concrete problems.

For each specified service, a higher percentage of AP than Social Services staff feel that DSS only should have sole responsibility for service provision.

Estimates of Time Devoted to Service-Related Tasks by AFDC/GR Workers ⁽³⁾

The average AFDC/GR case-carrying worker estimates 14.9 hours each week devoted to service-related tasks, such as "listening to recipients' problems, providing informal counseling and support, and making referrals to DPW Social Services staff or to community agencies." The average AFDC/GR case-carrying worker more specifically estimates:

- 3.1 hours on "telling recipients about community resources of social services";
- 1.6 hours on "contacting service providers or agencies (other than DPW) in order to secure social services for recipients";
- 2.2 hours on "contacting DPW Social Services staff in order to secure social services for recipients";
- 6.2 hours on "providing recipients with counseling and advice on concrete problems such as finances, housing and employment"; and
- 1.8 hours on other social services related tasks.

NOTES

(1) Supervisory Job Titles are:

Supervisor of Social Services
Child Welfare Community Service Specialist
Head Social Worker Supervisor
Supervisor of Family and Children's Services
Food Stamp Supervisor
Food Stamp Community Coordinator

(2) Non-Supervisory Job Titles are:

Case Aide
Social Service Administrative Technician
Social Service Technician
Social Worker
Data Information Specialist
Financial Assistance Worker I
Senior Social Worker
Financial Assistance Worker II
Child Welfare Specialist
Head Social Worker
Food Stamp Analyst
Food Stamp Agent

(3) Many NPA Food Stamps, Medical Assistance, and other AP case-carrying workers failed to answer this question. Because of this prevalence of missing data, only the responses of AFDC/GR worker respondents (97% of whom answered this question) are reported here. Because of missing data, the figures on this question presented in the memo of 12/7/78 should be disregarded.

Table 1

Job Responsibility and Job Function of DPW WorkersAssistance PaymentsSupervisory

AFDC/GR	56%(188)
NPA Food Stamps	12 (40)
Medical Assistance	5 (18)
Other	27 (91)
Total	100%(337)

Assistance PaymentsNon-supervisory

AFDC/GR	61%(1020)
NPA Food Stamps	19 (320)
Medical Assistance	10 (170)
Other	10 (165)
Total	100%(1678)

Social ServicesSupervisory

Generalist	19% (35)
Protective Services	31 (56)
CHINS	5 (9)
Other	45 (82)
Total	100%(182)

Social ServicesNon-supervisory

Generalist	34%(293)
Protective Services	31 (266)
CHINS	6 (49)
Other	29 (250)
Total	100%(858)

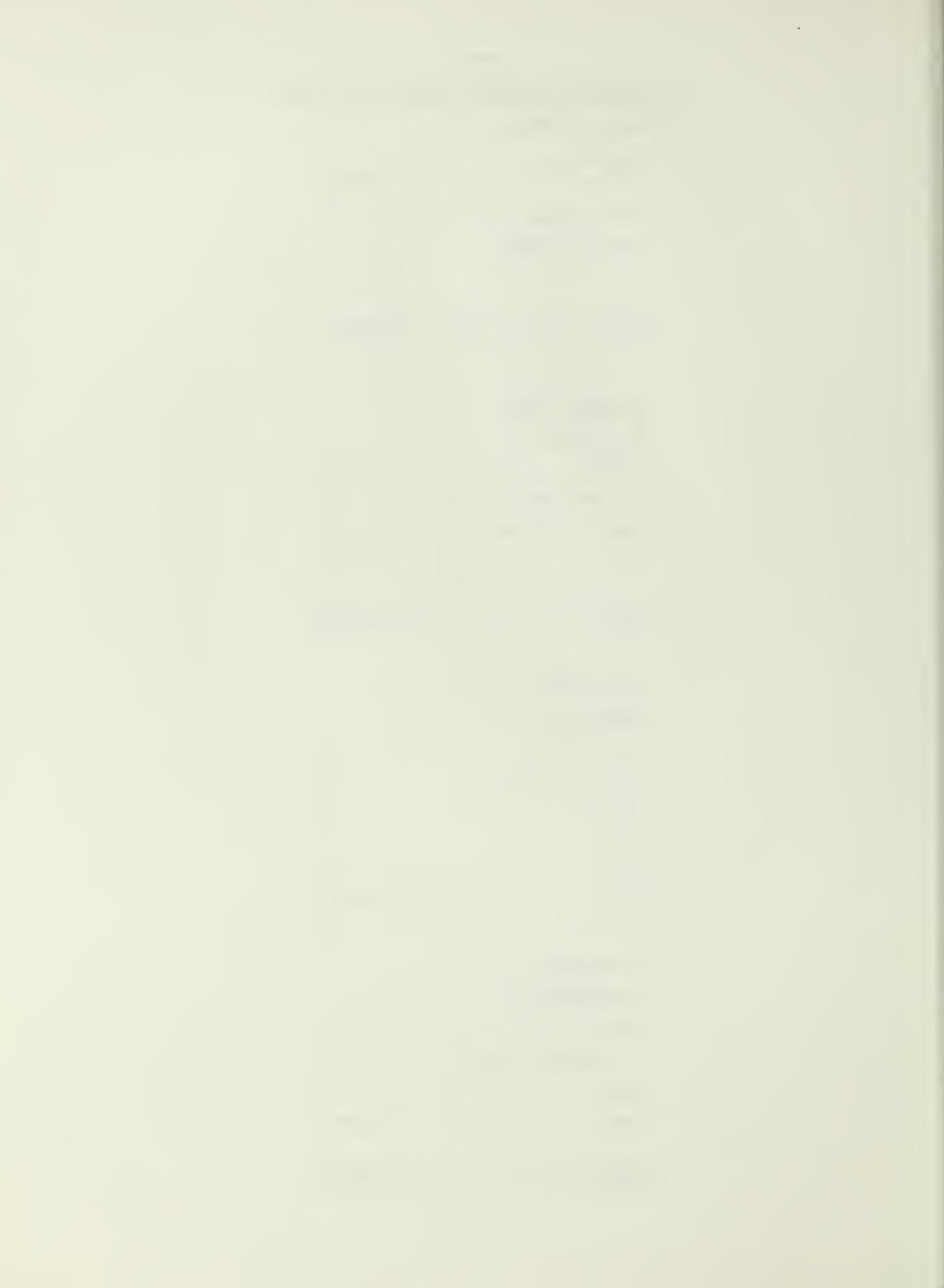


Table 2
Civil Service Status in Current Position of DPW Workers

	Permanent	Provisional	Temporary	CETA	Unknown	Total
<u>Assistance Payments</u>						
<u>Supervisory</u>						
AFDC/GR	47% (88)	18 (34)	34 (64)	0 (0)	1 (2)	100% (188)
NPA Food Stamps	0% (0)	87 (35)	5 (2)	3 (1)	5 (2)	100% (40)
Medical Assistance	67% (12)	22 (4)	11 (2)	0 (0)	0 (0)	100% (18)
Other	54% (49)	25 (23)	21 (19)	0 (0)	0 (0)	100% (91)
Total	45% (149)	28 (96)	26 (87)	0 (1)	1 (4)	100% (337)
<u>Assistance Payments</u>						
<u>Non-supervisory</u>						
AFDC/GR	36% (364)	25 (254)	31 (319)	7 (73)	1 (10)	100% (1020)
NPA Food Stamps	11% (35)	63 (202)	4 (14)	20 (64)	2 (5)	100% (320)
Medical Assistance	36% (62)	24 (40)	24 (41)	15 (26)	1 (1)	100% (170)
Other	38% (64)	26 (44)	20 (33)	15 (26)	1 (3)	100% (168)
Total	31% (525)	32 (540)	24 (407)	11 (189)	1 (17)	99% (1678)
<u>Social Services</u>						
<u>Supervisory</u>						
Generalist	71% (25)	3 (1)	26 (9)			100% (35)
Protective Services	38% (21)	39 (22)	18 (10)		5 (3)	100% (56)
CHINS	56% (5)	33 (3)	11 (1)			100% (9)
Other	46% (38)	18 (15)	34 (28)		1 (1)	99% (82)
Total	49% (89)	23 (41)	26 (48)		2 (4)	100% (182)
<u>Social Services</u>						
<u>Non-supervisory</u>						
Generalist	33% (96)	28 (81)	33 (96)	6 (17)	1 (3)	101% (293)
Protective Services	21% (55)	58 (155)	19 (51)	0 (1)	2 (4)	100% (266)
CHINS	8% (4)	59 (29)	20 (10)	12 (6)	0 (0)	99% (249)
Other	42% (105)	26 (65)	24 (60)	7 (17)	1 (3)	100% (250)
Total	30% (259)	38 (328)	25 (217)	5 (41)	1 (10)	99% (858)

Table 3
Percentage of Provisional and Temporary Workers
With Permanent Status in Other Positions

	% With Permanent Status in Other Positions	Total Number of Provisional/Temporary
<u>Assistance Payments</u>		
<u>Supervisory</u>		
AFDC/GR	95%	(98)
NPA Food Stamps	58%	(36)
Medical Assistance	100%	(6)
Other	88%	(42)
<u>Total</u>	<u>86%</u>	<u>(182)</u>
<u>Assistance Payments</u>		
<u>Non-supervisory</u>		
AFDC/GR	28%	(563)
NPA Food Stamps	39%	(212)
Medical Assistance	43%	(81)
Other	39%	(75)
<u>Total</u>	<u>32%</u>	<u>(933)</u>
<u>Social Services</u>		
<u>Supervisory</u>		
Generalist	90%	(10)
Protective Services	66%	(32)
CHINS	100%	(4)
Other	88%	(43)
<u>Total</u>	<u>81%</u>	<u>(89)</u>
<u>Social Services</u>		
<u>Non-supervisory</u>		
Generalist	17%	(175)
Protective Services	16%	(205)
CHINS	31%	(39)
Other	43%	(120)
<u>Total</u>	<u>23%</u>	<u>(539)</u>

Table 4

Age of DPW Workers

	Average	Median	N
<u>Assistance Payments</u>			
<u>Supervisory</u>			
AFDC/GR	45	42	177
NPA Food Stamps	42	43	38
Medical Assistance	49	50	18
Other	47	48	87
Total	45	46	320
<u>Assistance Payments</u>			
<u>Non-supervisory</u>			
AFDC/GR	36	31	954
NPA Food Stamps	40	37	305
Medical Assistance	43	42	151
Other	39	34	156
Total	38	32	1566
<u>Social Services</u>			
<u>Supervisory</u>			
Generalist	39	33	35
Protective Services	37	33	56
CHINS	37	33	8
Other	42	38	77
Total	39	35	176
<u>Social Services</u>			
<u>Non-supervisory</u>			
Generalist	32	29	276
Protective Services	31	29	262
CHINS	30	28	49
Other	38	33	238
Total	33	30	825

Table 5

Sex of DPW Workers

	Male	Female	Missing Data	Total
<u>Assistance Payments</u>				
<u>Supervisory</u>				
AFDC/GR	50% (94)	47 (88)	3 (6)	100% (188)
NPA Food Stamps	55% (22)	40 (16)	5 (2)	100% (40)
Medical Assistance	61% (11)	39 (7)	0 (0)	100% (18)
Other	41% (37)	56 (51)	3 (3)	100% (91)
Total	49% (164)	48 (162)	3 (11)	100% (337)
<u>Assistance Payments</u>				
<u>Non-supervisory</u>				
AFDC/GR	38% (382)	59 (606)	3 (32)	100% (1020)
NPA Food Stamps	32% (103)	67 (213)	1 (4)	100% (320)
Medical Assistance	38% (64)	59 (100)	4 (6)	100% (170)
Other	30% (51)	66 (114)	4 (6)	100% (171)
Total	36 (600)	62 (1030)	3 (48)	100% (1678)
<u>Social Services</u>				
<u>Supervisory</u>				
Generalist	37% (13)	63 (22)	0 (0)	100% (35)
Protective Services	32% (18)	68 (38)	0 (0)	100% (56)
CHINS	67% (6)	33 (3)	0 (0)	100% (9)
Other	42% (34)	56 (46)	2 (2)	100% (82)
Total	39% (71)	60 (109)	1 (2)	100% (182)
<u>Social Services</u>				
<u>Non-supervisory</u>				
Generalist	37% (109)	60 (177)	2 (7)	100% (293)
Protective Services	33% (87)	64 (171)	3 (8)	100% (266)
CHINS	63% (31)	37 (18)	0 (0)	100% (49)
Other	28% (68)	69 (174)	3 (8)	100% (250)
Total	35% (295)	63 (540)	3 (23)	100% (858)

Table 6

Race/Ethnic Origin of DPW Workers

	White	Black	Hispanic	Other	Missing Data	Total
<u>Assistance Payments</u>						
<u>Supervisory</u>						
AFDC/GR	90%(169)	4 (7)	0 (0)	2 (3)	5 (9)	100%(188)
NPA Food Stamps	78% (31)	5 (2)	3 (1)	3 (1)	13 (5)	100% (40)
Medical Assistance	94% (17)	0 (0)	0 (0)	0 (0)	6 (1)	100% (18)
Other	89% (81)	1 (1)	1 (1)	6 (5)	3 (3)	99% (91)
Total	88%(298)	3(10)	1 (2)	3 (9)	5(18)	100%(337)
<u>Assistance Payments</u>						
<u>Non-supervisory</u>						
AFDC/GR	81%(830)	4(40)	3(31)	4(41)	8(78)	100%(1020)
NPA Food Stamps	83%(265)	10(29)	3 (9)	3(10)	2 (7)	100% (320)
Medical Assistance	87%(148)	3 (5)	0 (0)	6(10)	4 (7)	100% (170)
Other	81%(136)	8(13)	2 (3)	3 (6)	6(10)	100% (168)
Total	82%(1379)	5(87)	3(43)	4(67)	6(102)	100%(1678)
<u>Social Services</u>						
<u>Supervisory</u>						
Generalist	94% (33)	3 (1)	0 (0)	3 (1)	0 (0)	100% (35)
Protective Services	93% (52)	2 (1)	0 (0)	2 (1)	4 (2)	101% (56)
CHINS	100% (9)	0 (0)	0 (0)	0 (0)	0 (0)	100% (9)
Other	87% (71)	9 (7)	1 (1)	0 (0)	4 (3)	101% (82)
Total	91%(165)	5 (9)	0 (1)	1 (2)	3 (5)	100%(182)
<u>Social Services</u>						
<u>Non-supervisory</u>						
Generalist	85%(250)	3(10)	3 (8)	4(11)	5(14)	100%(293)
Protective Services	91%(241)	4(11)	1 (4)	2 (6)	2 (4)	100% (266)
CHINS	94% (46)	4 (2)	0 (0)	2 (1)	0 (0)	100% (49)
Other	77%(194)	9(22)	3 (8)	5(13)	5(13)	99%(250)
Total	85%(731)	5(45)	2(20)	3(31)	5(31)	100%(858)

Table 7

Highest Level of Education Achieved by DPW Workers

	Less than H.S.	H.S. Graduate	Some College	College Graduate	Some Graduate School	Graduate Degree	Missing Data	Total
<u>Assistance Payments</u>								
<u>Supervisory</u>								
AFDC/GR	0% (0)	5 (10)	10 (18)	40 (75)	27 (50)	18 (34)	0 (1)	100% (188)
NPA Food Stamps	3% (1)	33 (13)	35 (14)	20 (8)	5 (2)	3 (1)	2 (1)	100% (40)
Medical Assistance	0% (0)	22 (4)	6 (1)	22 (4)	33 (6)	17 (3)		100% (18)
Other	0% (0)	12 (11)	23 (21)	34 (31)	22 (20)	9 (8)		100% (91)
Total	0% (1)	11 (38)	16 (54)	35 (118)	23 (78)	14 (46)	1 (2)	100% (337)
<u>Assistance Payments</u>								
<u>Non-supervisory</u>								
AFDC/GR	0% (4)	5 (54)	12 (123)	48 (494)	25 (256)	8 (84)	0 (5)	100% (1020)
NPA Food Stamps	3% (9)	40 (127)	38 (123)	12 (37)	5 (17)	2 (6)	0 (1)	100% (320)
Medical Assistance	2% (3)	16 (27)	25 (42)	38 (64)	13 (23)	6 (11)		100% (170)
Other	1% (1)	14 (24)	18 (32)	37 (63)	21 (35)	9 (15)		100% (168)
Total	1% (17)	14 (231)	19 (319)	39 (658)	20 (331)	7 (116)	0 (6)	100% (1678)
<u>Social Services</u>								
<u>Supervisory</u>								
Generalist	0% (0)	3 (1)	0 (0)	29 (10)	31 (11)	37 (13)		100% (35)
Protective Services	2% (1)	0 (0)	0 (0)	14 (8)	34 (19)	50 (28)		100% (56)
CHINS	0% (0)	0 (0)	0 (0)	44 (4)	44 (4)	11 (1)		99% (9)
Other	0% (0)	1 (1)	6 (5)	18 (15)	39 (32)	35 (29)		99% (82)
Total	1 (1)	1 (2)	3 (5)	20 (37)	36 (66)	39 (71)		100 (182)
<u>Social Services</u>								
<u>Non-supervisory</u>								
Generalist	0% (0)	0 (1)	7 (20)	45 (133)	30 (88)	16 (48)	1 (3)	100% (293)
Protective Services	0% (0)	0 (0)	3 (8)	32 (84)	29 (76)	37 (97)	0 (1)	101% (266)
CHINS	0% (0)	0 (0)	4 (2)	33 (16)	47 (23)	16 (8)	0 (0)	100% (49)
Other	2 (7)	7 (17)	11 (28)	38 (93)	21 (52)	21 (52)	0 (1)	100% (247)
Total	1 (7)	2 (18)	7 (58)	38 (326)	28 (239)	24 (205)	1 (5)	100% (858)

Table 8
Years of Experience in DPW of DPW Workers

	Average	Median	N
<u>Assistance Payments</u>			
<u>Supervisory</u>			
AFDC/GR	14	11	184
NPA Food Stamps	7	6	38
Medical Assistance	19	16	17
Other	16	13	90
Total	14	11	329
<u>Assistance Payments</u>			
<u>Non-supervisory</u>			
AFDC/GR	6	5	1002
NPA Food Stamps	5	3	306
Medical Assistance	9	6	164
Other	8	5	164
Total	7	4	1636
<u>Social Services</u>			
<u>Supervisory</u>			
Generalist	12	10	33
Protective Services	8	8	54
CHINS	8	6	9
Other	13	11	82
Total	11	10	178
<u>Social Services</u>			
<u>Non-supervisory</u>			
Generalist	4	2	285
Protective Services	3	1	263
CHINS	4	5	49
Other	7	6	244
Total	4	3	841

Table 9
Years in Current Position of DPW Workers

	Average	Median	N
<u>Assistance Payments</u>			
<u>Supervisory</u>			
AFDC/GR	5	4	186
NPA Food Stamps	1	1	38
Medical Assistance	6	5	18
Other	7	5	90
Total	5	4	332
<u>Assistance Payments</u>			
<u>Non-supervisory</u>			
AFDC/GR	3	2	995
NPA Food Stamps	2	1	307
Medical Assistance	4	2	161
Other	3	2	166
Total	3	2	1629
<u>Social Services</u>			
<u>Supervisory</u>			
Generalist	5	3	34
Protective Services	2	1	54
CHINS	3	2	9
Other	5	4	82
Total	4	2	179
<u>Social Services</u>			
<u>Non-supervisory</u>			
Generalist	2	1	286
Protective Services	1	1	256
CHINS	2	1	48
Other	3	2	241
Total	2	1	831

Table 10A
Percentage of DPW Workers
With Social Services Experience Outside DPW

	No	Yes	Missing Data	Total
<u>Assistance Payments</u>				
<u>Supervisory</u>				
AFDC/GR	82%(154)	18 (33)	0 (1)	100%(188)
NPA Food Stamps	83% (33)	17 (7)		100% (40)
Medical Assistance	83% (15)	11 (2)	6 (1)	100% (18)
Other	87% (79)	13 (12)		100% (91)
Total	83%(281)	16 (54)	1 (2)	100%(337)
<u>Assistance Payments</u>				
<u>Non-supervisory</u>				
AFDC/GR	75%(761)	23(233)	2 (26)	100%(1020)
NPA Food Stamps	80%(257)	17 (55)	3 (8)	100% (320)
Medical Assistance	79%(135)	18 (31)	2 (4)	99% (170)
Other	73%(122)	23 (39)	4 (7)	100% (168)
Total	76%(1275)	21(358)	3 (45)	100%(1678)
<u>Social Services</u>				
<u>Supervisory</u>				
Generalist	63% (22)	34 (12)	3 (1)	100% (35)
Protective Services	43% (24)	55 (31)	2 (1)	100% (56)
CHINS	44% (4)	56 (5)		100% (9)
Other	63% (52)	32 (26)	5 (4)	100% (82)
Total	56%(102)	41 (74)	3 (6)	100% (182)
<u>Social Services</u>				
<u>Non-supervisory</u>				
Generalist	56%(165)	40%(118)	3 (10)	99% (293)
Protective Services	38%(101)	57 (151)	5 (14)	100% (266)
CHINS	45% (22)	51 (25)	4 (2)	100% (49)
Other	61%(152)	36 (88)	4 (9)	101% (247)
Total	51%(440)	45(382)	4 (36)	100% (858)



Table 10B

Average Years of Social Service Experience Outside DPW
 (Of Social Service Workers With Social Service Experience Outside DPW)

	Average	Median	N
<u>Social Services</u>			
<u>Supervisory</u>			
Generalist	3.0	1.9	12
Protective Services	3.8	2.1	31
CHINS	2.7	3.0	5
Other	3.3	1.1	28
 Total	3.4	1.9	76
<u>Social Services</u>			
<u>Non-supervisory</u>			
Generalist	3.0	2.0	118
Protective Services	3.6	2.2	151
CHINS	2.8	1.8	25
Other	3.2	1.8	99
 Total	3.3	2.0	393



Table 11
Agency Preference of DPW Workers

	DPW	DSS	MISSING DATA	TOTAL
<u>Assistance Payments</u>				
<u>Supervisory</u>				
AFDC/GR	79% (148)	17 (32)	4 (8)	100% (188)
NPA Food Stamps	78% (31)	22 (9)		100% (40)
Medical Assistance	83% (15)	6 (1)	11 (2)	100% (18)
Other	82% (75)	13 (12)	4 (4)	99% (91)
 Total	 80% (269)	 16 (54)	 4 (14)	 100% (337)
<u>Assistance Payments</u>				
<u>Non-Supervisory</u>				
AFDC/GR	74% (759)	21 (215)	5 (46)	100% (1020)
NPA Food Stamps	65% (209)	29 (92)	6 (19)	100% (320)
Medical Assistance	75% (128)	22 (38)	2 (4)	99% (170)
Other	62% (105)	32 (53)	6 (10)	100% (168)
 Total	 71% (1201)	 24 (398)	 5 (79)	 100% (1678)
<u>Social Services</u>				
<u>Supervisory</u>				
Generalist	11% (4)	86 (30)	3 (1)	100% (35)
Protective Services	0% (0)	100 (56)	0 (0)	100% (56)
CHINS	11% (1)	89 (8)	0 (0)	100% (9)
Other	16% (13)	78 (64)	6 (5)	100% (82)
 Total	 10% (18)	 87 (158)	 3 (6)	 100% (182)
<u>Social Services</u>				
<u>Non-Supervisory</u>				
Generalist	10% (30)	88 (259)	1 (4)	99% (293)
Protective Services	5% (14)	94 (249)	1 (3)	100% (266)
CHINS	10% (5)	90 (44)	0 (0)	100% (49)
Other	15% (37)	83 (207)	2 (6)	100% (250)
 Total	 10% (86)	 88 (759)	 2 (13)	 100% (858)

Table 12

Opinions of Workers on Division of Responsibility Between DPW and DSS
for Telling Recipients About Community Resources

Response to the question: "For each of the services identified below, indicate your opinion about which agency should be responsible for service provision to Assistance Payments recipients who will not be receiving other social services from DSS."

Telling Recipients About Community Resources for Social Services

	DPW Workers Only	DSS Workers Only	Workers in Both DPW and DSS	Missing Data	Total
<u>Assistance Payments</u>					
<u>Supervisory</u>					
AFDC/GR	8% (15)	18 (33)	73(138)	1 (2)	100% (188)
NPA Food Stamps	0% (0)	10 (4)	90 (36)	0 (0)	100% (40)
Medical Assistance	0% (0)	17 (3)	78 (14)	6 (1)	101% (18)
Other	14% (13)	14 (13)	70 (63)	2 (2)	100% (91)
Total	8% (28)	16 (53)	74(251)	2 (5)	100% (332)
<u>Assistance Payments</u>					
<u>Non-supervisory</u>					
AFDC/GR	8% (84)	15 (157)	74(759)	2 (20)	99% (1020)
NPA Food Stamps	8% (24)	13 (43)	74(237)	5 (16)	100% (320)
Medical Assistance	7% (12)	12 (20)	75(128)	6 (10)	100% (170)
Other	10% (17)	17 (29)	72(121)	1 (1)	100% (168)
Total	8% (137)	15(249)	74 (1245)	3 (47)	100% (1678)
<u>Social Services</u>					
<u>Supervisory</u>					
Generalist	14% (5)	17 (6)	66 (23)	3 (1)	100% (35)
Protective Services	9% (5)	4 (2)	87 (49)	0 (0)	100% (56)
CHINS	0% (0)	0 (0)	100 (9)	0 (0)	100% (9)
Other	13% (11)	9 (7)	78 (64)	0 (0)	100% (82)
Total	12% (21)	8 (15)	80 (145)	0 (1)	100% (182)
<u>Social Services</u>					
<u>Non-supervisory</u>					
Generalist	9% (27)	10 (30)	80 (233)	1 (3)	100% (293)
Protective Services	9% (24)	9 (24)	81 (214)	1 (4)	100% (266)
CHINS	2% (1)	8 (4)	90 (44)	0 (0)	100% (49)
Other	6% (15)	10 (26)	79 (197)	5 (12)	100% (250)
Total	8% (67)	10 (84)	80 (688)	2 (19)	100% (858)

Table 13

Opinions About DPW and DSS Responsibility for Contacting Service Providers

Response to the question: "For each of the services identified below, indicate your opinion about which agency should be responsible for service provision to Assistance Payments recipients who will not be receiving other social services from DSS."

Contacting Service Providers or Agencies (Other than DPW)
in Order to Secure Social Services for Recipients

	DPW Workers Only	DSS Workers Only	Workers in Both DPW and DSS	Missing Data	Total
<u>Assistance Payments</u>					
<u>Supervisory</u>					
AFDC/GR	6% (12)	58(109)	34 (64)	2 (3)	100% (188)
NPA Food Stamps	0% (0)	43 (17)	57 (23)		100% (40)
Medical Assistance	11% (2)	33 (6)	50 (9)	6 (1)	100% (18)
Other	8% (7)	50 (46)	40 (36)	2 (2)	100% (91)
Total	6% (21)	53(178)	39 (13)	2 (6)	100% (337)
<u>Assistance Payments</u>					
<u>Non-supervisory</u>					
AFDC/GR	4% (44)	51(522)	42(430)	2 (24)	99% (1020)
NPA Food Stamps	7% (23)	25 (81)	62(197)	6 (19)	100% (320)
Medical Assistance	7% (10)	35 (60)	52 (89)	6 (11)	100% (170)
Other	11% (19)	42 (71)	47 (77)	0 (1)	100% (168)
Total	6% (96)	44(734)	47(793)	3 (55)	100% (1678)
<u>Social Services</u>					
<u>Supervisory</u>					
Generalist	11% (4)	40 (14)	46 (16)	3 (1)	100% (35)
Protective Services	7% (4)	45 (25)	48 (27)		100% (56)
CHINS	22% (2)	44 (4)	33 (3)	0 (0)	99% (9)
Other	12% (10)	37 (30)	51 (42)	0 (0)	100% (82)
Total	11% (20)	40 (73)	48 (88)	1 (1)	100% (182)
<u>Social Services</u>					
<u>Non-supervisory</u>					
Generalist	9% (26)	38(111)	51(151)	2 (5)	100% (293)
Protective Services	9% (23)	39(103)	51(136)	1 (4)	100% (266)
CHINS	2% (1)	45 (22)	53 (26)	0 (0)	100% (49)
Other	7% (16)	44(110)	45(113)	4 (11)	100% (250)
Total	8 (66)	40(346)	50(426)	2 (20)	100% (858)

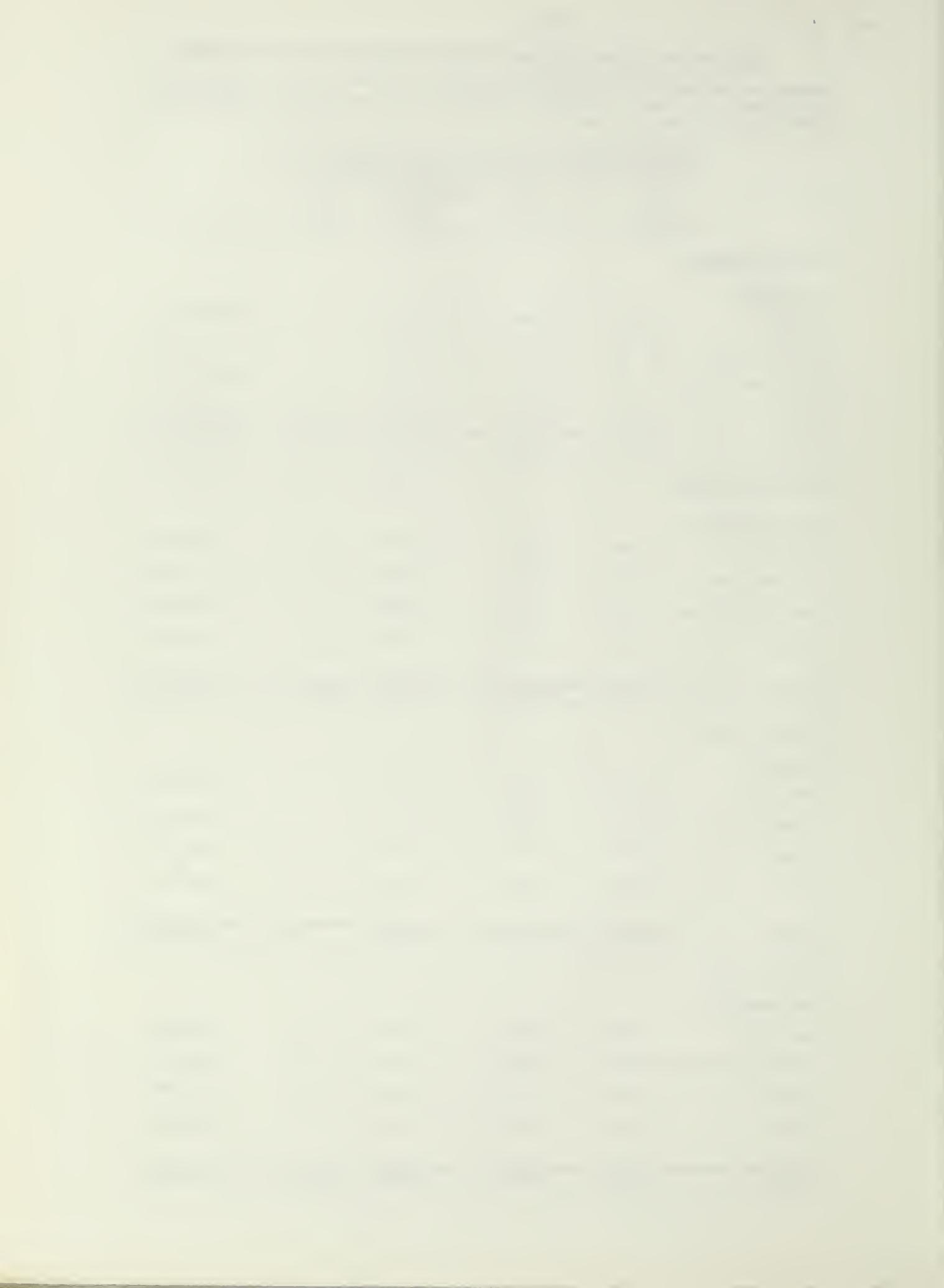


Table 14

Opinions About DPW and DSS Responsibility for Counseling

Response to the question: "For each of the services identified below, indicate your opinion about which agency should be responsible for service provision to Assistance Payments recipients who will not be receiving other social services from DSS."

Providing Recipients With Counseling and Advice on Concrete Problems
Such as Finances, Housing, and Employment

	DPW Workers Only	DSS Workers Only	Workers in Both DPW and DSS	Missing Data	Total
<u>Assistance Payments</u>					
<u>Supervisory</u>					
AFDC/GR	15% (28)	28 (53)	56(105)	1 (2)	101% (188)
NPA Food Stamps	12% (5)	25 (10)	63 (25)		100% (40)
Medical Assistance	17% (3)	33 (6)	44 (8)	6 (1)	100% (18)
Other	13% (12)	33 (30)	51 (46)	3 (3)	100% (91)
Total	14% (48)	29 (99)	55(184)	2 (6)	100% (337)
<u>Assistance Payments</u>					
<u>Non-supervisory</u>					
AFDC/GR	12%(122)	28(284)	58(590)	2(24)	100%(1020)
NPA Food Stamps	10% (32)	26 (84)	58(185)	6(19)	100% (320)
Medical Assistance	10% (17)	33 (56)	51 (86)	6(11)	100% (170)
Other	14% (24)	33 (56)	52 (87)	1 (1)	100% (168)
Total	12% (195)	29(480)	57(948)	2(55)	100% (1678)
<u>Social Services</u>					
<u>Supervisory</u>					
Generalist	37% (13)	11 (4)	49 (17)	3 (1)	100% (35)
Protective Services	36% (20)	11 (6)	53 (30)	0 (0)	100% (56)
CHINS	67% (6)	0 (0)	33 (3)	0 (0)	100% (9)
Other	32% (26)	15 (12)	54 (44)	0 (0)	101% (82)
Total	36% (60)	13 (21)	52 (87)	0 (0)	101% (168)
<u>Social Services</u>					
<u>Non-supervisory</u>					
Generalist	25% (72)	19 (57)	54(158)	2 (6)	100% (293)
Protective Services	30% (80)	18 (47)	51(135)	1 (4)	100% (266)
CHINS	47% (23)	14 (7)	39 (19)	0 (0)	100% (49)
Other	22% (54)	24 (59)	50(125)	4(12)	100% (250)
Total	27% (229)	20(170)	51(437)	2(22)	100% (858)

